

**ATTACHMENT F**

**to**

**Comments of Western Wireless**

**in**

**FEDERAL-STATE JOINT BOARD ON UNIVERSAL  
SERVICE SEEKS COMMENT ON CERTAIN OF  
THE COMMISSION'S RULES RELATING TO  
HIGH-COST UNIVERSAL SERVICE SUPPORT AND  
THE ETC DESIGNATION PROCESS**

**CC Docket No. 96-45**

**May 5, 2003**

# **Universal Service Profiles**

**By Western Wireless Corporation**

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May 5, 2003

# Universal Service Profile of Regent, North Dakota

May 2003

**Name of Community:** Regent, North Dakota.

**Population of Community:** 268 individuals.

**Description of Wireline Service Offering:** Prior to Western Wireless' entry into the Regent market with its competitive local telephone service offering, the incumbent local telephone company's basic service offering was priced at \$16.00 plus \$6.00 for taxes and fees for a total cost of \$22.00 per month. The basic service offering did not include any features and the local calling area was very limited. After Western Wireless entered the market, the incumbent local telephone company greatly expanded its service offerings and reduced its prices. Now, basic local telephone service is available for \$17.00 per month, and for an additional \$13.95 per month, a residential customer will have unlimited long distance calling to many of the communities surrounding Regent. Customer support is available only Monday-Friday, 7:00am MST to 5:00pm MST.

**Description of Competitive Wireless Service Offering:** Western Wireless offers several different universal service offerings, including a \$14.99 per month rate plan for unlimited local usage and an expanded local calling area that includes Regent and the surrounding communities of Mott, New England, Elgin, Burt, New Leipzig, and Dickinson. Optional features and services such as voice mail, caller-ID, call waiting, call forwarding and conference calling, are available. Western Wireless provides a customer service call center that is available 24 hours a day, 7 days a week, 365 days a year. In addition, a customer also has mobility with Western Wireless' universal service offerings.

**Benefits of Competitive Universal Service:** The expanded local calling area offered by Western Wireless is a significant benefit to Regent consumers in that it allows them to place local calls to the only major business/residential community in the area, Dickinson, which is approximately 50 miles from Regent. Other customer benefits include the cost-savings of an expanded local calling area and little or no installation costs for extending a line to a remote location. The consumer has also benefited from the incumbent telephone company's response to Western Wireless' competitive offering with new services and features, including internet service and cable television.

**Voices from the Community:**

*"The telephone business should have competition just like every other business, certain companies have free reign if you don't have it. It should be an equal playing field, too."*

**Albert Dobitz, Regent**

*“Competition between telephone companies is good for the customer. Wireless service is the thing of the future. Why postpone the inevitable?”*

**Simon and Bertha Jahner, Regent**

*“Cost is a big concern to me and my family. When Cellular One started offering service, I dropped my landline phone. I liked the fact that I could save money on long distance charges and still receive great service and features. Competition between Cellular One and [the local incumbent telephone company] have given the consumer more choices.”*

**Gary Greff, Regent**

# **Universal Service Profile of Reese River Valley and Antelope Valley, Nevada**

May 2003

**Name of Community:** Reese River Valley and Antelope Valley, Nevada.

**Population of Community:** Approximately 45 individuals.

**Description of Wireline Service Offering:** Reese River Valley and Antelope Valley fall within the service area of Nevada Bell; however, wireline service is not available in this “unserved” area of Nevada within Nevada Bell’s service area. Recognizing that wireless technology provided the key to serving this unserved area, the Nevada Public Service Commission, Nevada Bell, and Western Wireless entered into a unique arrangement whereby Western Wireless would become the local telephone service provider in Reese River Valley and Antelope Valley, Nevada.

**Description of Wireless Service Offering:** Based upon its agreement with the Commission and Nevada Bell, Western Wireless provides basic local telephone service over its cellular network to residents of Reese River Valley and Antelope Valley for \$10.00 per month for residential service and \$32.35 per month for business service. Western Wireless’ local telephone service offering includes unlimited local usage and an expanded local calling area.

**Benefits of Telecommunications Service:** Without Western Wireless’ commitment to serve these rural residents, these consumers would not have access to basic telephone service. These consumers now have access to residential and business telecommunications services, including emergency 9-1-1 services. Several of these consumers have businesses, which would not be possible, but for Western Wireless’ local telephone service offering.

# **Universal Service Profile of Pine Ridge Indian Reservation, South Dakota**

May 2003

**Name of Community:** Pine Ridge Indian Reservation, South Dakota.

**Population of Community:** approximately 20,000 on the reservation.

**Description of Wireline Service Offering:** Local telephone service is available to certain individuals on the reservation who reside in areas where landline facilities are available. The telephone company typically charges a \$60.00 deposit for local telephone service that must be paid prior to hook-up and will be applied to the first bill. Thereafter, the monthly rate is approximately \$20.00 per month, with the \$1.00 Enhanced Lifeline rate available for eligible residents. Since Western Wireless' entry into the market, the local telephone company has responded to competition by offering residents new and better services.

**Description of Competitive Wireless Service Offering:** Western Wireless' universal service offering is priced at \$14.99 per month for unlimited local usage with a local calling area that includes all the communities in and around the reservation plus Rapid City. Customers who live on Tribal Lands may also qualify for the Enhanced Lifeline \$1.00 rate plan. Other attributes of Western Wireless' service offering includes mobility, data services, and prompt and efficient customer service that is available 24 hours a day, seven days a week.

**Benefits of Competitive Universal Service:** Many residents on the Pine Ridge reservation did not previously have telephone service from the incumbent local exchange carrier either because the service was not available, the installation costs were prohibitive, or the service did not meet their needs. Western Wireless' entry into the market greatly expanded telephone penetration on the reservation, which now stands at approximately 75%. Western Wireless' service offering was specifically designed based upon input from the tribe and consumer needs. Having the ability to call Rapid City as a local call has been extremely beneficial for Pine Ridge residents because Rapid City is the second largest city in South Dakota and a place where many of the residents go for shopping and medial purposes. Other benefits include mobility, data services, and prompt and efficient customer service that is available 24 hours a day, seven days a week.

**Voices from the Community:**

“I am writing this letter in regards to the residential phone service offered by CellularOne here on the reservation. I am very glad that this phone service is

available; I had to use it more than once in an emergency situation. I'm sure that one day it could be a lifesaver for someone. Please keep up the good work.

Thank you! Lyn J. Pine”

“I, Winerra Hagen, have used CellularOne and it has great benefits to me. When my father was ill in the hospital in Rapid City, I could call him and have no long distance charges to my phone. I knew that this phone will help when I need it in extreme emergencies and the rest of the people on the reservation also agree.

Thank you. Winerra Hagen Long Soldier”

“To whom it may concern, my name is Jonathan P. Horse, in my opinion these phones are very convenient and helpful to the people. And speaking for myself, I really like the phones and very much appreciative of them.”

“To whom it may concern: I am writing this short not to thank CellularOne for the excellent service. The cell phones are very handy & convenient for emergencies as well as everyday use.

Thank you. Mary Horse”

# Universal Service Profile of

## McCamey, Texas

May 2003

**Name of Community:** McCamey, Texas.

**Population of Community:** 854 Households.

**Description of Wireline Service Offering:** The incumbent local telephone company offers local telephone service at a rate of \$22.00 per month with a limited local calling area of McCamey, Crane, Odessa, Rankin and Terminal. Additional features are available at an average price between \$3.00 and \$5.00 for features, such as Caller ID, Call Waiting, Call Forwarding and last-number call back.

**Description of Competitive Wireless Service Offering:** Western Wireless offers several different universal service offerings, including a \$14.99 per month rate plan for unlimited local usage with a local calling area that includes McCamey, Crane, Odessa, Rankin, Terminal plus Coynosa, Ft. Stockton, Grandfalls, Imperial, Iraan, Midkiff, and Midland. Western Wireless offers Caller ID for \$2.99 per month, Call Waiting and Call Forwarding for \$2.00 per month, and Voice Mail for \$4.99 per month, along with Cellular One to the Rescue, a roadside assistance program, for \$2.99 per month. Customers have access to our local salespeople who assist them with such issues as on-site customer home visits to resolve service issues. Customer Care is also available 24 hours a day, seven days a week via a toll-free number or by dialing 611 from their wireless unit.

**Benefits of Competitive Universal Service:** The expanded local calling area offered by Western Wireless is a significant benefit to McCamey consumers in that it allows them to place local calls to Ft. Stockton, the closest shopping area to McCamey. The expanded local calling area also includes Midland, the major hub of Far West Texas. This expanded local calling area results in significant cost savings to the customer. Other benefits include mobility, data services, and prompt and efficient customer service that is available 24 hours a day, seven days a week.

### **Voices from the Community:**

Consumers in McCamey have expressed the following sentiments about Western Wireless' entry into the market: "I have been looking for the catch considering the price and all, but the service has been great;" "Thanks for coming to town;" and "The savings on our phone service has been a big benefit to us on our fixed income."

# **Universal Service Profile of Uncertificated Areas of Roberts County, Texas**

May 2003

**Name of Community:** Uncertificated areas of Roberts County, Texas.

**Population of Community:** There are approximately 50 individuals that reside in the uncertificated areas of Roberts County based upon most recent U.S. Census information. The largest community in Roberts County is Miami with a population of 588. The uncertificated areas that border the community of Miami are very sparsely populated in this agricultural region of Texas.

**Description of Wireline Service Offering:** The term “uncertificated area” describes a geographic area that is not served by an incumbent local exchange carrier. Consequently, the residents of the uncertificated areas of Roberts County do not have access to landline telephone service.

**Description of Wireless Service Offering:** Although the uncertificated areas of Robert County fall outside of Western Wireless’ eligible telecommunications carrier (“ETC”) designated service area in Texas, Western Wireless has commenced providing local telephone service to residents of uncertificated areas of Roberts County and is working with the Texas Public Utility Commission (“Commission”) to expand its designated service area to include uncertificated areas of Roberts County and establish the appropriate support levels for providing service to these consumers of Roberts County that do not have access to landline telephone service. As an ETC in Texas, Western Wireless makes available several different universal service offerings, including rate plans comparable to wireline local service offerings, an expanded local calling area, mobility, data services, and prompt and efficient customer service that is available 24 hours a day, seven days a week.

**Benefits of Universal Service:** First and foremost, the primary benefit of Western Wireless’ entry into the Roberts County market is the availability of telephone service in areas unserved by the local telephone company. Additional benefits of Western Wireless’ entry into the market include the availability of an expanded local calling area, mobility of service, and access to emergency communications E911 service.

**Voices from the Community:** Consumers in these uncertificated areas have been seeking telephone service for several years from the incumbent local exchange carrier without success. Recently, several consumers approached Western Wireless to provide service in the uncertificated areas of Roberts County. Western Wireless responded to this consumer need by offering service while still working with the Commission to finalize funding levels.